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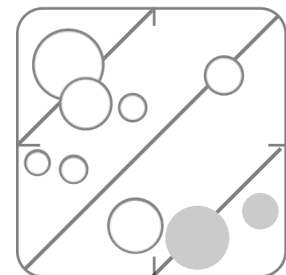
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Green Lake in California's High Sierra

2006 Pension Subject Survey *California Public Employees' Retirement System*

April 2006



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I. Summary of Findings

Conclusions from the Survey

Following are our overall conclusions and a compilation of the findings presented at the end of each panel of questions in this survey report except the demographic panel.

Overall Conclusions

Once again, CalPERS members give generally high to very high ratings with virtually no low ratings on a wide variety of matters. There are important demographic, knowledge, attitudes and practices differences among the four sub-samples examined — retirees, and active State, public agency and school members — and these differences point to useful means of tailoring CalPERS's communications and education approaches to the four groups. Weak private retirement saving is endemic in all age and income groups. There are significant opportunities in all groups to improve knowledge of several CalPERS program, especially health plans and how they work, and of on-line tools, and to encourage more transactions with CalPERS to be conducted at the CalPERS web site, though this is somewhat less true for public agency members who lead in web site use.

Summary of Panel A Results On Respondent Screening

There was no summary need of the screening panel.

Summary of Panel B Results On Retirement Decisions

On the average, active members plan to take CalPERS retirement in their very early sixties, with one-third planning to continue working after retirement. Retirement saving among respondents is weak with only half using payroll deductions, one in six saving nothing at all and nearly another half putting aside \$500 or less per month. Seven of eight active members have less than \$50,000 saved for retirement. More than half of retirees retired earlier than planned, few later. Three-quarters of retirees feel secure in retirement and have not worked since retirement. Those working after retirement do so for extra income, enjoyment or wanting to stay busy. Only one retiree in six regrets retirement timing, the main reasons being medical problems or being pressured to retire.

Summary of Panel C Results On General CalPERS Customer Service on Retirement Matters

High to very high majorities rate all aspects of retirement customer service as excellent or good with few suggestions for improvement. However, while three-fourths of respondents rated telephone service on retirement matters excellent or good, one in six rated it poor.

Summary of Panel D Results On Member Statements

Respondents find member statements to very readable and valuable. Barely half are aware that they may read their member statements on line, with only three of seven respondents willing to receive their member statements on line. Most who do not refrain because they do not use a computer.

Summary of Panel E Results On Additional Service Credit

Fewer than half of respondents know about additional service credit, and of those who do, only one in four has requested or purchased it. Additional State service and air time are the top reasons for purchases. Those who could have purchased but haven't cite no one particular reason for not doing so.

Summary of Panel F Results On Official Retirement Estimates

Those not getting their official retirement estimates via the CalPERS web site either do not use the internet or prefer not to. Respondents feel that the amount of information provided in official retirement estimates is the right amount, and they do not think it would be fair to limit official retirement estimates to those within one year of retirement. Members have only a middling understanding of how their pension benefits are computed, but have a clear understanding of payroll contribution determinations. Three of

five do not know where on the web site to visit to receive an estimate. Understanding of the cost and benefit of cashing in retirement contributions on non-retirement separations from service is very low, as is understanding of CalPERS defined contribution retirement products. Two of three do not know if they are eligible to participate in a defined contribution retirement plan.

Summary of Panel G Results On the CalPERS Retirement Planning Calculator

Of the one in five respondents who has used the retirement planning calculator, ease of use ratings are medium behind a password or not.

Summary of Panel H Results On the Service Credit Cost Estimator

The one in nine having used the service credit cost estimator finds ease of use to be medium to easy.

Summary of Panel J Results On CalPERS Regional Offices

One-third of members are not aware of CalPERS in-person services, and two-thirds have never visited a regional office. Those who have give regional office customer service high ratings. The two-thirds who have never attended a retirement seminar or workshop have not done so because of their perceived lack of need to or they plan to attend in the future. Five of six of those who have attended had their needs met and nearly nine of ten rate the experience as important and the quality as excellent or good. Similar proportions have attended a financial planning seminar and gave similar ratings. Nearly three in five members would not prefer an on-line seminar, the main reason being the desire for feedback. Not quite half of members are aware of employer-specific presentations at the employer's worksite, and only one in six has attended one with those who have giving high ratings to such presentations. Of the one in nine having visited a regional office to obtain a retirement application, two-thirds completed the application there with most needing assistance and stating that assistance received at the regional office was helpful and informative.

Summary of Panel K Results On Health Plans

Respondents have only a middling understanding of how their share of health insurance cost is set, health care coverage and what happens with their insurance upon retirement. Among active members, understanding of Medicare is very low. Members' understanding of how to assess health plans and how to find health plan information is high.

Conclusions From Multivariate Analysis

Important differences exist among the demographics, knowledge, attitudes and practices of active State, public agency and school members. These differences point to varied approaches in communicating with and educating the three groups. The slower adoption of computers and internet use among retirees indicate special approaches in communicating with and educating them. Low private retirement saving is systemic across all age and income groups among active members.

II. Background of This Engagement

Companion Survey to 2006 Member Services and Health Subject Survey

The 2006 Pension Subject Survey and the recently completed 2006 Member Services and Health Subject Survey were both continuations of the series of CalPERS members surveys conducted annually from 1998 through 2002. As originally drafted, the 2006 member survey included questions on retirement and pensions as had the five previous member surveys. However, in the desire to capture more knowledge, attitudes and practices of members, CalPERS expanded the number of questions in 2006 to the extent that two surveys became necessary.

These two surveys are identical in sample type, sample selection, and sub-sample selection, and therefore comparisons of responses to questions between the surveys are highly comparable.

Survey Population and Sample

This survey was administered to a stratified sample of 750 CalPERS members, both active and retired, as was the 2006 Member Services and Health Subject Survey. This sample size of 750 was consistent with sample sizes of all previous annual CalPERS member surveys. Sub-samples as below were drawn randomly from CalPERS's nearly 1.2 million members as with the 2006 Member Services and Health Subject Survey.

The 2006 Pension Subject Survey's Two Sub-Samples and Six Sub-Sub-Samples

The 2006 Pension Subject Survey employed a scientifically determined stratified sample based on actual proportions among CalPERS's nearly 1.2 million members. As of March 9, 2006, CalPERS databases showed numbers of retired and active members, and of State members, public agency members and school members among active members as shown in the following table. The databases we were provided did not show the numbers of State members, public agency members and school members among retirees.

The total 2006 Pension Subject Survey sample of 750 was disaggregated proportionally into retiree and active member sub-samples, and then the two sub-samples were further disaggregated into three sub-sub-samples of State members, public agency members and school members for both active and retired members. Since the actual numbers of State, public agency and school members among retirees were not provided, the retiree sub-sample was disaggregated into these sub-sub-samples in the same proportions as for the active member sub-sub-samples. This resulted in the numbers in the six sub-sub-samples in the table following. The sample of the 2006 Member Services and Health Subject Survey was structured in the same way.

Those queried for the 2006 Pension Subject Survey in each sub-sub-sample were randomly selected from the CalPERS databases provided to Michael Strategic Analysis. The four databases provided to us comprised lists of retirees, active State members, active public agency members and active school members of 5,000 for each list. These four lists were drawn randomly from CalPERS's master databases for retirees and active members according to a randomization procedure provided by Michael Strategic Analysis. The calling lists used for the 2006 Member Services and Health Subject Survey were drawn in the same way.

	Sub-Samples		Sub-Sub-Samples	
	Number	Proportion	Proportion	Called
Active Members				
School	315,037	38.23% of actives	26.28% of all members	198
Public Agency	262,574	31.86% of actives	21.99% of all members	165
State	246,413	29.90% of actives	20.64% of all members	155
Totals for Active Members	824,024	69.01% of all members	69.01% of all members	518
Retirees				
School	Not provided	Not provided	11.85% of all members	89
Public Agency	Not provided	Not provided	9.87% of all members	74
State	Not provided	Not provided	9.27% of all members	69
Totals for Retirees	370,015	30.99% of all members	30.99% of all members	232
All Members	1,194,039	100.00%	100.00%	750

To Whom Survey Topics Were Administered

All sub-sub-samples were eligible to answer all panels of questions in this survey.

Administration of the Survey

The 2006 Pension Subject Survey was administered by telephone by trained callers in April, 2006 through a CalPERS-approved survey instrument and script which are presented herein. Michael Strategic Analysis was furnished with a combination of work and home telephone numbers of respondents, and so both sub-samples listed above were called during the day with the exception that some retirees were called during the evening. Numbers provided for active members were work numbers, a departure from the 2002 survey when both work and home numbers were provided.

There were no difficulties encountered in tabulating or analyzing survey data.

Reaching Active Members By Telephone

Callers did encounter a fairly high degree of difficulty in reaching active members, more so than in the 2002 Member Survey or in other surveys which Michael Strategic Analysis has conducted for CalPERS. This appears to have happened because of an unusually high proportion of out-of-date telephone numbers in the three active member databases provided to Michael Strategic Analysis, and because of the nationwide phenomenon of the increasing use of voice mail to screen or avoid calls. In particular, there was significant difficulty in reaching active school members at work during the day as many such members are school bus drivers, groundskeepers and in similar occupations and not near a telephone while at work.

III. Resulting Degrees of Confidence in This Survey

Margins of Error

Three Levels of Accuracy

Statistically, there are three general levels of accuracy attainable from surveys.

Small Samples

The least accurate sample is what is referred to as a small sample which involves samples of less than 30. Small-sample analysis requires looser tools of analysis, sacrifices flexibility through use of these tools and results in the least confident conclusions.

Large Samples

At sample sizes of 30 and beyond, different less sacrificing statistical tools may be used for analysis yielding less error and higher confidence in results.

Optimal Samples

A sample size of 384 is necessary for a survey in order to guarantee never more than five percent error in the worst case, no matter the statistic examined. This particular critical sample size is what usually leads to a round sample of 400 for plus or minus five percent error. [In this case, the maximum error is actually 4.9 percent.] The worst case for error for a sample statistic occurs for a sample proportion of fifty percent; error for all other statistics — proportions other than fifty percent, means, differences in two sample proportions, differences in two sample means and matched pairs — is less.

Maximum Error For the Sub-samples and Sub-Sub-Samples

Maximum errors at the 95-percent confidence level for the sub-samples, the sub-sub-samples and the entire sample of the 2006 Pension Subject Survey are as follows. These error ranges are identical to those in the 2006 Member Services and Health Subject Survey for the same groups of respondents.

Group	Size	Maximum Error
Active State members	155	±7.9%
Active public agency members	165	±7.6%
Active school members	198	±7.0%
All active members	518	±4.3%
Retired State members	69	±11.8%
Retired public agency members	74	±11.4%
Retired school members	89	±10.4%
All retirees	232	±6.4%
All State members	224	±6.5%
All public agency members	239	±6.3%
All school members	287	±5.8%
Entire sample	750	±3.6%

Caution In Cases of Few Responses

In some cases, the number of respondents answering a question is too small to be able to draw statistically valid conclusions. This happened, for example, for some questions in which the qualification to be eligible to answer the question depended on expressing dissatisfaction in the previous question. If few were qualified to answer and then those who did were disaggregated into the four sub-samples used in this report, the resulting numbers for each sub-sample could become too small from which to be able to draw any inferences. Such results are noted in the resulting survey statistics by being displayed in grey.

Reduction of Error Through the Sampling Fraction

When a significant fraction of a population is sampled, random error from the sample is reduced. In the extreme, when the entire population is sampled [i.e., a census is taken], random error is reduced to zero. In the 2006 Pension Subject Survey, sub-sample sizes as fractions of the four populations from which they were drawn were small enough so that there was no error reduction from the sampling fraction.

Confidence Intervals For Survey Statistics

Confidence Intervals For Proportions

As indicated above, the survey's largest and smallest sub-sub-samples are, respectively, active school members [198] and retired State members [69]. Confidence intervals for proportions involving the full sample of 750 and the two sub-sub-samples of 198 and 69 are shown in the following three tables. The largest possibility for error occurs when a proportion is 50 percent, for example if, in a yes-or-no question, half answered yes, half no. We see in these three tables one of the best known relationships in statistics, that the larger we allow the sample size to become, the narrower and more reliable a confidence interval becomes. In the extreme, if we sampled all the members of a particular group being examined, i.e. conducted a census, confidence intervals would shrink to zero and there would be no random error in our statistics.

Confidence Intervals For the Sub-Sub-Sample of 198

If the proportion answering a question a certain way is:	Then the 99% confidence interval for this proportion is:	And the 95% confidence interval for this proportion is:
5%	1.0% to 9.0%	2.0% to 8.0%
50%	40.8% to 59.2%	46.4% to 53.6%

Confidence Intervals For the Sub-Sub-Sample of 69

If the proportion answering a question a certain way is:	Then the 99% confidence interval for this proportion is:	And the 95% confidence interval for this proportion is:
5%	-1.8% to 11.8%	-0.1% to 10.1%
50%	34.5% to 65.5%	38.2% to 61.8%

Confidence Intervals For the Full Sample of 750

If the proportion answering a question a certain way is:	Then the 99% confidence interval for this proportion is:	And the 95% confidence interval for this proportion is:
5%	2.9% to 7.1%	3.4% to 6.6%
50%	45.3% to 54.7%	46.4% to 53.6%

Using Proportions in The Survey

As we see above, the confidence intervals for the smallest sub-sub-sample of 69 retired State respondents are very broad. For example, if these 69 respondents answered a yes-or-no question evenly [50 percent yes, 50 percent no], the 99-percent confidence interval for this 50-percent proportion would run from 34.5 percent to 65.5 percent. The statistical interpretation of this is that we could be 99 percent confident that the proportion answering yes [or no] to the question in the entire estimated population of 110,648 retired State members could be anywhere from about one-third to about two-thirds, in other words two to one for or two to one against whatever had been asked. This range is too broad on which to base conclusions.

In contrast, under the same circumstances, we can be 99 percent certain that the confidence interval for a proportion of 50 percent for the entire sample of 750 is 45.3 percent to 54.7 percent, a much narrower and more reliable measure upon which we could reasonably draw conclusions.

Generally, proportions from the survey from both sub-samples [active members and retirees] and from the larger sub-sub-samples may be used with reasonably high confidence and taken at face value, but proportions from smaller sub-sub-samples must be treated with caution. Comparisons of proportions across questions in the survey can be made with weaker confidence and should be cautiously interpreted.

Confidence Intervals For Means

The confidence interval for a mean [or average] depends on the variance of the data from which the mean was calculated, that is, how scattered the data were about their mean. Most variables [questions] except for demographic data in the present survey involve proportions though some questions do involve means including all Likert Scale [one-to-five] questions. The least confident mean in this survey involving the full sample happens to be that from question ?? on household income yielding a full-sample mean of \$76,884 with a 95-percent confidence interval from \$74,277 to \$79,492, more than narrow enough to place high faith in the mean.

Using Means in The Survey

The same caveats as apply for proportions generally apply for means from the survey. Means may be used with reasonably high confidence and taken at face value except in cases of small sub-sub-samples or questions answered by few respondents.

Overall Confidence Levels for This Survey

Because of the four adequate sub-sample sizes, the reader may generally place reasonably high confidence in the statistics provided from the sub-samples of this survey. The only exceptions are sub-sub-samples where the number of respondents is very small including cases where only a few respondents answered a particular question. This tends to be truer of open-ended questions. Such cases of very small sub-sub-samples are noted in this report. Less confident survey statistics are shown in grey.

Caution In Using Pooled Results

Most results presented later in this report are reported on the basis of the results of retirees plus the three sub-sub-samples within active members. The very design of the survey was to be able to differentiate among the knowledge, attitudes and practices of these four groups. As presented later, results from the four groups have been pooled in portraying survey results for each question. For some questions in this survey, pooling can lead to misleading results, masking the well-defined results of the four groups. The experiences of the four groups, and therefore their respective knowledge, attitudes and practices, can vary significantly, especially for retired versus active members, and attempting to draw conclusions based on their mix of different experiences would sometimes be unwarranted.

As an exaggerated example, if a survey were conducted in Ottawa and Miami on the knowledge, attitudes and practices regarding snow blowers, pooling the two very different sets of results would not reflect the experiences of either group and would be utterly misleading in drawing any conclusions on snow blowers. Likewise, differences between retirees and active members in the 2006 Pension Subject Survey can be blurred in some cases when their results are pooled, and pooled results can be misleading to the user if subjected to unsupported interpretations. Therefore, depending on the question, caution is urged in taking interpretations of pooled results too far.

How Unclassifiable Responses, Non-responses and Rounding Affect Disaggregations

The results of most questions in this survey are presented for the entire sample along with the four mentioned subsample disaggregations. Depending on how the 750 respondents were classified for a given type of disaggregation, and whether or not they answered a given question, resulting statistics, for example mean ratings, may or may not seem consistent with one another despite their individual correctness. In this survey, this occurs very few times, most frequently when comparing a mean from the entire sample versus means from the four-way disaggregation.

Unclassified respondents could arise in the sample if both the caller database and the respondent were unclear about classification. However, though this is a common occurrence in surveys, especially with relatively large samples sizes such as in this survey, unclassified responses did not occur in this survey.

A second factor at work that also can cause a seeming disparity in survey statistics when in fact they are precise is that not all respondents might answer a given question, and that if the non-response rate varies from subsample to subsample in a disaggregation, this can seemingly distort resulting statistics.

A third factor is rounding of survey statistics. For example, two mean ratings to two-decimal precision might be 7.55 and 7.64, both of which rounded to one-decimal precision would show as 7.6. If one of these is the full-sample mean and the other is a subsample mean, and both are displayed as 7.6, this could appear to be an impossible equality between the two means when in fact they are different.

It is important to keep these three rather complex contingencies in mind when comparing a few of this report's summary statistics. Such is the world of statistics.

V. Results of the Survey

Format of Presentation of Responses

Summary statistics of responses to all questions are presented for the full sample of 750 and for the three active-member sub-samples plus retirees.

For Proportions

For questions whose responses are proportions, summary statistics are presented as frequency distributions in the following format.

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Answer Choice 1	%	%	%	%	%
— — —	%	%	%	%	%
Answer Choice n	%	%	%	%	%

For Measures of Central Tendency

For questions whose responses result in the three measures of central tendency — the mean, median and mode — summary statistics are presented in the following format.

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	n.n	n.n	n.n	n.n	n.n
Median	n	n	n	n	n
Mode	n	n	n	n	n

Panel A- Screening Panel

- A1 Caller: This item is not asked. From your caller databases, record here whether the respondent is classified as an active member or a retired member of CalPERS.

Active 68.3%
Retired..... 31.7%

Now read the following: *Anything you tell me in this survey is confidential, and your name is not associated with what you tell me in any way. We will be talking with 400 people altogether and your and their responses to the survey are used for statistical analysis only.*

If the respondent is on your retired list, proceed.

If the respondent is on your active list, skip to Question A4.

- A2 *Before we get started, let me ask you if you are a service retiree, a disability retiree or the beneficiary of a retiree?*

Service retiree..... 79.1%
Disability retiree..... 11.3%
Beneficiary..... 9.6%

- A3 *How many years of CalPERS-covered service did you have when you retired, or if you are a survivor or beneficiary, how many years of CalPERS-covered service did your spouse or partner have when he or she retired? If you are not sure, it is alright to estimate.*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean				21.9	
Median				21	
Mode				20	

- A4 *Please tell me which of the following best describes your current employment status.*
[Caller: Read the choices. All respondents are asked this question.]

Working and employed by a CalPERS-covered employer
Working and employed by a non-CalPERS-covered employer
Working as a retired CalPERS annuitant employed by a CalPERS-covered employer
Working as a retired CalPERS annuitant employed by a non-CalPERS-covered employer
Not working but planning to
Not working and fully retired

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Working, active, covered	91.4%	98.1%	97.4%	2.1%	65.2%
Working, active, not covered	7.2%	0.0%	2.6%	2.9%	3.0%
Working, retired, covered	0.0%	0.0%	0.0%	1.7%	0.5%
Working, retired, not covered	0.0%	0.6%	0.0%	5.9%	2.1%
Not working but planning to	1.4%	1.3%	0.0%	2.5%	1.4%
Fully retired	0.0%	0.0%	0.0%	84.9%	27.8%

- A5 *Please tell me if you are employed in one of the following categories, or at the time of your CalPERS retirement you were employed in one of these categories. If you are a beneficiary or survivor, please tell me if your spouse or partner was in one of these categories.* [Caller: Read the categories]

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Safety	16.1%	22.9%	10.4%	20.6%	17.5%
Industrial	9.1%	3.2%	3.6%	11.8%	7.3%
Miscellaneous	74.8%	73.9%	85.9%	67.6%	75.2%

Panel B- Retirement Decisions

- B1 Caller: If the respondent is on your active member database, proceed. If the respondent is on your retired member database, skip to question B6.

At what age do you plan to retire?

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	60.3	60.9	61.2		60.8
Median	60	60	62		60
Mode	60	65	65		65

B2 *Are you planning on working after you retire?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	27.2%	38.6%	30.9%		32.3%
No	72.8%	61.4%	69.1%		67.7%

B3 *Do you or your spouse use automatic payroll deduction that deposits money in a retirement savings account?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	44.9%	64.4%	50.8%		53.5%
No	55.1%	35.6%	49.2%		46.5%

B4 *Which of the following categories best describes how much you and your spouse are saving toward retirement each month? What we mean here is retirement savings other than what is contributed by your or your spouse's employers. [Caller: Read the choices.]*

<i>Nothing.....</i>	<i>16.7%</i>
<i>Up to \$500 per month.....</i>	<i>48.7%</i>
<i>\$501 to \$1,000 per month.....</i>	<i>26.8%</i>
<i>\$1,001 to \$1,500 per month.....</i>	<i>4.9%</i>
<i>\$1,501 to \$2,000 per month.....</i>	<i>2.7%</i>
<i>More than \$2,000 per month.....</i>	<i>0.2%</i>

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	\$1,154	\$1,202	\$1,087		\$1,144
Median	\$597	\$892	\$894		\$842
Mode	\$501-\$1,000	\$501-\$1,000	\$501-\$1,000		\$501-\$1,000

B5 *Which of the following categories best describes how much you and your spouse have already saved for retirement not counting employer contributions? Again, anything you tell me remains anonymous. [Caller: Read the choices.]*

<i>Nothing.....</i>	<i>17.4%</i>
<i>Up to \$10,000.....</i>	<i>33.0%</i>
<i>Between \$10,001 and \$25,000.....</i>	<i>26.7%</i>
<i>Between \$25,001 and \$50,000.....</i>	<i>8.8%</i>
<i>Between \$50,001 and \$100,000.....</i>	<i>7.1%</i>
<i>Between \$100,001 and \$200,000.....</i>	<i>4.2%</i>
<i>Between \$200,001 and \$500,000.....</i>	<i>2.1%</i>
<i>More than \$500,000.....</i>	<i>0.6%</i>

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	\$6,069	\$13,117	\$5,858		\$7,941
Median	\$8,253	\$15,654	\$8,761		\$9,879
Mode	Up to \$10,000	Up to \$10,000	Up to \$10,000		Up to \$10,000

- B6 Caller: Ask the rest of panel B question only of respondents on your retired member list. For respondents on your active member list, skip now to Question C1.

Did you retire at the time that you originally planned to retire, earlier than originally planned or later than originally planned?

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Earlier than originally planned				55.2%	
When originally planned				41.0%	
Later than planned				3.8%	

- B7 *Do you feel financially secure in retirement?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes				76.2%	
No				23.8%	

- B8 *Have you worked at all since retiring from your CalPERS-covered employment?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes				31.0%	
No				69.0%	

In yes, proceed. If no, skip to Question B11.

- B9 *Of the following choices, please tell me which one most closely describes your reason for continuing to work after retirement. I realize that you might have continued to work for more than one of these reasons, but which is the most important reason? [Caller: Read the choices.]*

You feel too young to retire completely
You continued to work to save more for your eventual retirement
You enjoy your work
You want to stay busy
You need to supplement your retirement income

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Too young				3.9%	
Worked to save				7.8%	
Enjoy work				26.0%	
Want to stay busy				24.7%	
Need extra income				37.7%	

- B10 How many years have you worked either full time or part time since you began your CalPERS retirement?

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean				3.0	
Median				2	
Mode				1	

B11 *Do you have regrets about having retired when you did?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes				15.9%	
No				84.1%	

Caller: If yes, continue. If no, skip to Question C1.

B12 *In a word or two, what do you regret?*

This question drew only 18 responses which centered on retiring for medical reasons and being pressured to retire.

Conclusions From Panel B

On the average, active members plan to take CalPERS retirement in their very early sixties, with one-third planning to continue working after retirement. Retirement saving among respondents is weak with only half using payroll deductions, one in six saving nothing at all and nearly another half putting aside \$500 or less per month. Seven of eight active members have less than \$50,000 saved for retirement. More than half of retirees retired earlier than planned, few later. Three-quarters of retirees feel secure in retirement and have not worked since retirement. Those working after retirement do so for extra income, enjoyment or wanting to stay busy. Only one retiree in six regrets retirement timing, the main reasons being medical problems or being pressured to retire.

Panel C- General CalPERS Customer Service on Retirement Matters

C1 *Next I'll ask you several questions on your opinions about how well CalPERS services your retirement program, and I'll ask you to rate the quality of service as excellent, good, fair or poor. First, how would you rate your CalPERS retirement program in terms of meeting your overall present needs?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Excellent	26.4%	27.4%	25.0%	49.0%	33.5%
Good	64.2%	66.5%	62.8%	38.5%	56.1%
Fair	6.8%	3.7%	8.2%	10.9%	7.8%
Poor	2.7%	2.4%	4.1%	1.7%	2.7%

C2 *Providing you with the long-term security you feel you need?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Excellent	23.1%	26.9%	24.7%	42.7%	30.7%
Good	64.6%	62.5%	61.9%	41.0%	55.8%
Fair	8.8%	8.8%	8.8%	8.4%	8.6%
Poor	3.4%	1.9%	4.6%	7.9%	4.9%

C3 *How would you rate CalPERS' retirement program services in overall management?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Excellent	27.2%	22.8%	25.5%	47.9%	32.5%
Good	61.9%	69.8%	61.5%	44.1%	57.8%
Fair	7.5%	4.3%	8.9%	5.9%	6.6%
Poor	3.4%	3.1%	4.2%	2.1%	3.1%

C4 *The overall quality of the service you receive?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Excellent	30.4%	27.2%	29.9%	53.4%	36.9%
Good	62.2%	63.0%	59.8%	41.2%	55.0%
Fair	4.1%	6.8%	6.2%	2.9%	4.9%
Poor	3.4%	3.1%	4.1%	2.5%	3.2%

C5 *Having knowledgeable staff who can answer questions accurately the first time?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Excellent	30.9%	32.0%	30.2%	46.3%	36.0%
Good	46.0%	53.1%	49.2%	40.5%	46.5%
Fair	10.8%	6.1%	13.4%	7.5%	9.4%
Poor	12.2%	8.8%	7.3%	5.7%	8.1%

C6 *Did you contact CalPERS by telephone to conduct any type of retirement matters in 2005?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	13.6%	25.8%	13.8%	19.0%	18.0%
No	86.4%	74.2%	86.2%	81.0%	82.0%

If yes, proceed. If no, skip to question C11.

C7 *Did the service you received by telephone in 2005 meet your needs?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	73.7%	73.3%	73.1%	91.1%	79.3%
No	26.3%	26.7%	26.9%	8.9%	20.7%

If no, continue. If yes, skip to Question C9.

C8 *In a word or two, why didn't it meet your needs?*

The 19 responses centered on not being called back when promised, and not being able to answer the caller's question.

- C9 *Would you rate the service you received as excellent, good, fair or poor compared to the best level of service you expect from other businesses?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Excellent	42.9%	24.4%	42.3%	52.3%	40.0%
Good	21.4%	51.2%	30.8%	27.3%	35.2%
Fair	14.3%	2.4%	11.5%	11.4%	8.8%
Poor	21.4%	22.0%	15.4%	9.1%	16.0%

Caller: If fair or poor, continue. Otherwise skip to Question C11.

- C10 *What improvements would you suggest?*

The 31 responses to this questions were concentrated among shorter waiting time on the telephone, better follow-up, and better training of customer service representatives.

Conclusions From Panel C

High majorities rate all aspects of retirement customer service as excellent or good with few suggestions for improvement. However, one in six rated retirement telephone service as poor.

Panel D- Member Statements

- D1 *Did you receive your 2005 annual CalPERS Member Statement?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	61.6%	73.1%	62.2%	44.7%	58.9%
No	38.4%	26.9%	37.8%	55.3%	41.1%

Caller: If yes, proceed. If no, skip to Question D4.

- D2 *On a one-to-five scale where one is least and five is most, how understandable would you say was the member statement you received?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	4.1	4.3	4.0	4.3	4.2
Median	4.5	5	4	5	5
Mode	5	5	5	5	5

Caller: If respondent responds with less than four, you may say, "You can get help on this by going to the on-line guide on the CalPERS web site at www.calpers.ca.gov."

- D4 *Are you aware that the annual Member Statement is available on the CalPERS web site?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	64.4%	68.3%	51.3%	47.2%	56.4%
No	35.6%	31.7%	48.7%	52.8%	43.6%

D5 *Would you be willing to receive your Member Statements on line rather than have them mailed?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	47.3%	47.6%	48.2%	30.7%	42.3%
No	52.7%	52.4%	51.8%	69.3%	57.7%

If no, continue. If yes, skip to Question E1.

D6 *Thanks. Let me ask you why you would rather have them mailed to you.*

The 240 responses to question D6 involved the following reasons.

Does not use a computer and/or the internet.....	52.1%
Wants a paper copy for files.....	34.2%
All other responses.....	13.3%

Conclusions

Respondents find member statements to very readable and valuable. Barely half are aware that they may read their member statements on line, with only three of seven respondents willing to receive their member statements on line. Most who do not refrain because they do not use a computer.

Panel E- Additional Service Credit

E1 *Now, I would like to ask you a few questions on additional service credit. Are you aware that additional service credit is available for purchase to enhance your retirement benefits?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	54.7%	63.6%	36.4%	39.7%	47.1%
No	45.3%	36.4%	63.6%	60.3%	52.9%

If yes, proceed. If no, skip to Question F1.

E2 *Have you either requested or purchased additional service credit to enhance your CalPERS retirement benefits?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	21.0%	25.5%	25.7%	24.3%	24.2%
No	79.0%	74.5%	74.3%	75.7%	75.8%

If no, proceed. If yes, skip to Question F1.

E3 *I'll read you several reasons why you might not have requested additional service credit to enhance your retirement benefits. Please tell me the one choice which is closest to the reason you didn't. [Caller: Read the choices.]*

You don't qualify for the credit
You plan to apply but haven't done so yet
You have the additional service but don't want to apply

*You felt that the additional service credit was too expensive to purchase
You are not aware of this program*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Don't Qualify	53.2%	27.2%	41.4%	22.7%	34.8%
Will apply	24.2%	30.9%	27.6%	1.3%	20.7%
Don't want to apply	11.3%	4.9%	6.9%	37.3%	15.6%
Too expensive	9.7%	32.1%	20.7%	17.3%	20.7%
Unaware of program	1.6%	4.9%	3.4%	21.3%	8.3%

E4 *For additional service credit, would you rate the customer service you received as excellent, good, fair or poor, compared to the best level of service you expect from other businesses?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Excellent	12.2%	5.0%	7.0%	39.3%	17.8%
Good	82.9%	85.0%	60.5%	57.1%	70.0%
Fair	4.9%	0.0%	16.3%	0.0%	5.0%
Poor	0.0%	10.0%	16.3%	3.6%	7.2%

If 3 or 4, continue. Otherwise, skip to Question E6.

E5 *What improvements would you suggest?*

The 13 responses to this question dealt mainly with lower cost.

E6 *If you have ever purchased additional service credit, please tell me which of the following was the reason for the purchase.*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Military service	42.9%	8.3%	0.0%	4.0%	10.4%
Peace Corps	0.0%	0.0%	0.0%	12.0%	6.3%
State service	0.0%	8.3%	0.0%	40.0%	22.9%
Air time	0.0%	58.3%	50.0%	0.0%	18.8%
Other	57.1%	25.0%	50.0%	44.0%	41.7%

Conclusions From Panel E

Fewer than half of respondents know about additional service credit, and of those who do, only one in four has requested or purchased it. Additional State service and air time are the top reasons for purchases. Those who could have purchased but haven't cite no one particular reason for not doing so.

Panel F- Official Retirement Estimates

F1 *Thanks. Now, we have a few questions on official retirement estimates. First, have you ever received an official retirement estimate from CalPERS?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	15.5%	10.4%	14.1%	54.7%	26.4%
No	84.5%	89.6%	85.9%	44.5%	73.3%

Caller: If yes, proceed. If no, skip to Question F6.

F2 *In which of the following ways did you request your official retirement estimate?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Web site	30.4%	52.9%	24.1%	12.3%	19.6%
Email	8.7%	5.9%	6.9%	7.7%	7.5%
Telephone	30.4%	23.5%	24.1%	21.5%	23.1%
In person	30.4%	17.6%	44.8%	58.5%	49.7%

Caller: If through the CalPERS web site, skip to question F4. Otherwise, continue.

F3 *I'll read you some reasons why you might not have gotten your official retirement estimate through the CalPERS web site. Please tell me which of these reasons is closest to why you did not make your request through the web site. [Caller: Read the choices.]*

You were not aware that you could get the estimate on line.

You were aware of this but preferred to get your estimate the way that you told me.

You tried to get your estimate on line but had a problem doing so.

You do not use the internet that much.

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Unaware	41.7%	14.3%	28.6%	15.0%	18.6%
Other preference	41.7%	71.4%	50.0%	47.7%	48.6%
Had difficulty	0.0%	0.0%	7.1%	1.9%	2.1%
Don't use internet	16.7%	14.3%	14.3%	35.5%	30.7%

F4 *Did you feel the information provided was too much, about right or too little?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Too much	33.3%	0.0%	7.7%	3.8%	7.3%
About right	61.9%	100.0%	88.5%	92.3%	89.1%
Too little	4.8%	0.0%	3.8%	3.8%	3.6%

F5 *Do you think it would be fair if official retirement estimates were made available only to members within one year of retirement, considering that other on-line tools are available to members not within a year of retirement?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	48.1%	33.3%	41.9%	23.4%	30.4%
No	51.9%	66.7%	58.1%	76.6%	69.6%

- F6 *On a one-to-five scale where one is least and five is most, how well would you say you understand how your pension benefit is computed?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	3.3	3.3	2.9	3.4	3.2
Median	3	3	3	4	3
Mode	3	3	3	5	3

- F7 *On a one-to-five scale where one is least and five is most, how well would you say you understand how your payroll contribution is determined?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	3.1	3.4	2.9	3.3	3.2
Median	3	3	3	3	3
Mode	3	5	3	5	3

- F8 *To get an estimate of your pension benefit, do you know where to look to make an estimate using the CalPERS on-line services?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	43.2%	53.4%	32.5%	33.9%	39.7%
No	56.8%	46.0%	67.0%	66.1%	60.1%

- F9 *On a one-to-five scale where one is least and five is most, how well would you say you understand the cost and benefit of cashing in your retirement contribution on non-retirement separation from service?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	2.7	2.7	2.6	2.7	2.7
Median	3	3	3	3	3
Mode	3	1	1	3	3

Caller: If the respondent is in your public agency database or in your school database, proceed. Otherwise, skip to Question G1.

- F10 *In addition to our regular defined benefit retirement plans, some employers also contract with CalPERS to offer employees a 457 defined contribution plan. A defined contribution plan is a retirement plan where the employee puts aside money each month, and the amount received at retirement is based upon the employee's contributions and the interest earned. Do you know if you are eligible?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	44.4%	37.0%	34.0%	21.8%	32.5%
No	55.6%	63.0%	66.0%	78.2%	67.5%

F11 *On a one-to-five scale, where one is least and five is most, how well would you say you understand the defined contribution retirement products which CalPERS offers?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	2.5	2.6	2.3	2.3	2.4
Median	3	2.5	2	2	2
Mode	1	1	1	1	1

Conclusions From Panel F

Those not getting their official retirement estimates via the CalPERS web site either do not use the internet or prefer not to. Respondents feel that the amount of information provided in official retirement estimates is the right amount, and they do not think it would be fair to limit official retirement estimates to those within one year of retirement. Members have only a middling understanding of how their pension benefits are computed, but have a clear understanding of payroll contribution determinations. Three of five do not know where on the web site to visit to receive an estimate. Understanding of the cost and benefit of cashing in retirement contributions on non-retirement separations from service is very low, as is understanding of CalPERS defined contribution retirement products. Two of three do not know if they are eligible to participate in a defined contribution retirement plan.

Panel G- The CalPERS Retirement Planning Calculator

G1 *Thanks. Now we have a few questions on the CalPERS retirement planning calculator which CalPERS members can use on the CalPERS web site. Have you ever used the retirement planning calculator?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	14.2%	34.8%	14.2%	21.8%	21.1%
No	85.8%	65.2%	85.8%	78.2%	78.9%

Caller: If yes, proceed. If no, skip to Question H1.

G2 *On a scale of one to five where one is easiest and five is most difficult, how easy or difficult would you say the retirement planning calculator was to use?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	2.8	3.5	2.8	2.7	2.8
Median	3	3.5	2	3	3
Mode	1	5	1	1	1

G3 *Have you used the retirement planning calculator behind the password feature on our website?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	45.5%	31.6%	35.7%	68.0%	45.9%
No	54.5%	68.4%	64.3%	32.0%	54.1%

Caller: If yes, proceed. If no, skip to Question H1.

- G4 *On a scale of one to five where one is easiest and five is most difficult, how easy or difficult would you say the retirement planning calculator was to use behind the password feature?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	3.8	2.9	2.9	2.9	3.0
Median	4.5	3	2.5	4	3.5
Mode	5	3	1	1	1

Conclusions From Panel G

Of the one in five respondents who has used the retirement planning calculator, ease of use ratings are medium behind a password or not.

Panel H- The Service Credit Cost Estimator

- H1 *Have you ever used the service credit cost estimator on the CalPERS website?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	12.9%	21.2%	6.6%	7.9%	11.5%
No	87.1%	78.8%	93.4%	92.1%	88.5%

Caller: If yes, proceed. If no, skip to Question J1.

- H2 *On a scale of one to five where one is easiest and five is most difficult, how easy or difficult would you say the service credit cost estimator was to use?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	2.7	2.1	2.2	3.4	2.5
Median	3	2	2	4	2
Mode	3	1	1	4	1

Conclusions From Panel H

The one in nine having used the service credit cost estimator finds ease of use to be medium to easy.

Panel J- CalPERS Regional Offices

- J1 *Are you aware CalPERS provides a variety of in-person services?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	66.2%	75.2%	56.1%	77.0%	68.9%
No	33.8%	24.8%	43.9%	23.0%	31.1%

J2 *Have you ever been to a CalPERS regional office?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	32.4%	20.0%	16.7%	51.9%	31.7%
No	67.6%	80.0%	83.3%	48.1%	68.3%

If yes, proceed. If no, skip to question J4.

J3 *Overall, what was the quality of service you received there?* [Caller: Read the categories.]

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Excellent	27.5%	60.6%	38.7%	73.2%	57.1%
Good	56.9%	36.4%	48.4%	22.8%	35.3%
Fair	5.9%	3.0%	12.9%	3.3%	5.0%
Poor	9.8%	0.0%	0.0%	0.8%	2.5%

J4 *CalPERS offers different kinds of seminars and workshops on retirement, financial planning and other topics. Have you attended a CalPERS workshop or seminar on retirement planning?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	27.7%	23.9%	16.5%	48.5%	30.6%
No	72.3%	76.1%	83.5%	51.1%	69.3%

If no, ask Question J5 and then skip to Question J10. If yes, skip to question J6.

J5 *Please tell me in a word or two why you haven't.*

Have not yet needed a seminar or workshop	32.9%
Plan to in the future	18.2%
Too busy.....	8.2%
Too far away	4.6%
Wasn't aware of seminars and workshops.....	3.9%
Un expected retirement	3.2%
All other responses	29.0%

J6 *Did the workshop or seminar you attended most recently meet your needs?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	74.5%	91.9%	82.9%	84.1%	83.2%
No	25.5%	8.1%	17.1%	15.9%	16.8%

J7 *Would you rate the workshop as excellent, good, fair or poor?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Excellent	43.8%	36.1%	39.4%	45.1%	42.6%
Good	31.3%	55.6%	42.4%	45.1%	43.5%
Fair	14.6%	2.8%	12.1%	7.1%	8.7%
Poor	10.4%	5.6%	6.1%	2.7%	5.2%

J8 *What improvements would you suggest in the workshop or seminar you attended?*

The 27 suggestions made were very varied, with the only one in appreciable numbers being to make terminology less complex.

J9 *Did you find the CalPERS workshop or seminar on retirement planning to be very important, somewhat important or not too important to you?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Very important	89.1%	82.9%	72.7%	77.9%	80.2%
Somewhat important	10.9%	14.3%	21.2%	19.5%	17.2%
Not too important	0.0%	2.9%	6.1%	2.7%	2.6%

J10 *Have you attended a CalPERS financial planning seminar or workshop?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	11.8%	8.0%	11.6%	24.5%	15.0%
No	88.2%	92.0%	88.4%	75.5%	85.0%

If yes, proceed. If no, skip to question J17.

J11 *Did the financial planning seminar or workshop you attended meet your needs?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	88.2%	91.7%	90.9%	89.8%	90.0%
No	11.8%	8.3%	9.1%	10.2%	10.0%

J12 *Would you rate the financial planning seminar or workshop you received as excellent, good, fair or poor?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Excellent	50.0%	41.7%	63.6%	54.2%	54.1%
Good	33.3%	33.3%	27.3%	44.1%	37.8%
Fair	16.7%	25.0%	4.5%	1.7%	7.2%
Poor	0.0%	0.0%	4.5%	0.0%	0.9%

J13 *What improvements would you suggest in the financial planning seminar or workshop which you attended?*

There were only four responses to this question.

J14 *Have the CalPERS financial planning seminars or workshops been very important, somewhat important or not too important to you?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Very important	84.2%	63.6%	90.5%	72.4%	77.1%
Somewhat important	5.3%	18.2%	9.5%	27.6%	19.3%
Not too important	10.5%	18.2%	0.0%	0.0%	3.7%

J15 *Would you prefer to take a financial planning seminar or workshop online?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	59.1%	23.5%	69.2%	29.2%	41.5%
No	40.9%	76.5%	30.8%	70.8%	58.5%

Caller: If no, proceed. If yes, skip to Question L1.

J16 *Please tell me in a word or two why you don't prefer to take a financial planning seminar or workshop online?*

Wants in-person feedback.....	47.5%
Does not use a computer and/or the internet.....	27.5%
All other responses	25.0%

J17 *Are you aware that CalPERS offers customized employer-specific presentations at your employer's worksite?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	50.0%	55.9%	41.6%	38.8%	45.7%
No	50.0%	44.1%	58.4%	61.2%	54.3%

J18 *Have you attended any of these?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	27.3%	14.0%	14.5%	13.6%	16.6%
No	72.7%	86.0%	85.5%	86.4%	83.4%

If yes, proceed. If no, skip to question J20.

J19 *On a one-to-five scale where one is poorly and five is very well, how well or poorly did the services you received during the presentation meet your needs?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	3.7	4.1	3.5	4.4	3.9
Median	4	4	4	4	4
Mode	4	4	4	4	4

J20 *Have you ever visited a CalPERS regional office to obtain a retirement application?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	6.8%	3.7%	4.5%	25.7%	11.6%
No	93.2%	96.3%	95.5%	74.3%	88.4%

Caller: If yes, proceed. If no, skip to Question K1.

J21 *Did you stay in the office to complete your application?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	53.8%	50.0%	60.0%	71.9%	67.1%
No	46.2%	50.0%	40.0%	28.1%	32.9%

J22 *Did you need help there in completing the forms?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	58.3%	50.0%	20.0%	66.7%	61.5%
No	41.7%	50.0%	80.0%	33.3%	38.5%

J23 *Was the information given by the retirement representative there informative and helpful?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Yes	50.0%	100.0%	60.0%	83.9%	77.9%
No	50.0%	0.0%	40.0%	16.1%	22.1%

Conclusions From Panel J

One-third of members are not aware of CalPERS in-person services, and two-thirds have never visited a regional office. Those who have give regional office customer service high ratings. The two-thirds who have never attended a retirement seminar or workshop have not done so because of their perceived lack of need to or they plan to attend in the future. Five of six of those who have attended had their needs met and nearly nine of ten rate the experience as important and the quality as excellent or good. Similar proportions have attended a financial planning seminar and gave similar ratings. Nearly three in five members would not prefer an on-line seminar, the main reason being the desire for feedback. Not quite half of members are aware of employer-specific presentations at the employer's worksite, and only one in six has attended one with those who have giving high ratings to such presentations. Of the one in nine having visited a regional office to obtain a retirement application, two-thirds completed the application there with most needing assistance and stating that assistance received at the regional office was helpful and informative.

Panel K- Health Plans

K1 *Next, I am going to ask you a few questions concerning your degree of understanding about several features of your CalPERS health plan, and I'll ask you to rate your understanding of each on the one-to-five scale where one is least and five is most. First, how would you rate your understanding of how your share of the cost of your CalPERS health insurance is determined?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	3.1	3.4	2.9	3.1	3.1
Median	3	3	3	3	3
Mode	3	5	3	3	3

K2 *And next, on the same scale, how would you rate your understanding of what happens regarding your CalPERS health insurance when you retire?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	2.8	2.9	2.4	3.6	3.0
Median	3	3	3	4	3
Mode	3	3	1	5	3

K3 *How would you rate your understanding of what you are required to do to ensure continuation of your health benefits into retirement?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	2.9	2.8	2.4	3.6	3.0
Median	3	3	2	4	3
Mode	3	1	1	4	4

K4 *How would you rate your understanding of enrolling in Medicare?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	2.6	2.5	2.2	3.5	2.7
Median	3	2	2	4	3
Mode	1	1	1	5	1

K5 *How would you rate your understanding of differences among CalPERS health plans?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	2.6	3.3	2.5	3.3	2.9
Median	3	3.5	2	3	3
Mode	1	5	1	4	4

K6 *How would you rate your understanding of how to find information on CalPERS health plans?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	3.3	3.6	3.0	3.6	3.4
Median	4	4	3	4	4
Mode	4	5	4	5	4

K7 *How would you rate your understanding of how to assess which health plan is best for your situation?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	3.2	3.5	2.9	3.7	3.3
Median	3	4	3	4	3
Mode	3	5	3	5	3

K8 *How would you rate your understanding of what is covered and what is not covered in the CalPERS benefits package?*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	3.0	3.3	2.8	3.5	3.2
Median	3	3	3	4	3
Mode	3	3	1	4	4

Conclusions From Panel K

Respondents have only a middling understanding of how their share of health insurance cost is set, health care coverage and what happens with their insurance upon retirement. Among active members, understanding of Medicare is very low. Members' understanding of how to assess health plans and how to find health plan information is high.

Panel L- Demographic Information

L1 *Now to finish up, I need to know a little about you so that we can correctly classify your responses. Again, anything you tell me is confidential and is for analysis only. Which one of the following employment statuses best describes you? [Caller: Read the choices.]*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Employed full time	92.6%	93.9%	81.8%	3.3%	61.6%
Employed part time	6.1%	5.5%	16.2%	7.1%	8.9%
Looking for work	0.7%	0.6%	2.0%	2.5%	1.6%
Student	0.0%	0.0%	0.0%	0.0%	0.0%
Retired	0.7%	0.0%	0.0%	87.0%	27.9%

L2 *Please tell me in which of the following categories is your age. [Caller: Read the choices.]*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	38.6	41.2	39.6	61.7	46.8
Median	40s	40s	40s	60s	50s
Mode	40s	50s	40s	60s	50s

L3 *I am going to read you the names of several ethnic groups or races. Please tell me the ethnic group or race that best describes your ethnic group or race. [Caller: Read the choices.]*

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
African-American	10.8%	7.3%	10.3%	7.1%	8.7%
Asian	6.8%	6.7%	4.6%	0.8%	4.3%
Hispanic	10.1%	20.6%	25.6%	10.9%	16.8%
Native American	4.7%	0.0%	2.1%	0.8%	1.7%
Non-Hispanic Caucasian	66.9%	59.4%	53.8%	73.1%	63.8%
More than one	0.7%	4.8%	3.1%	2.5%	2.8%

L4 *What was the highest grade you completed in school?* [Caller: Don't read the categories.]

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Less than high school	0.7%	1.2%	0.5%	1.3%	0.9%
High school	8.1%	13.9%	17.8%	18.4%	15.2%
Some college/technical training	42.6%	41.2%	41.6%	52.7%	45.3%
College graduate	25.0%	27.9%	24.9%	20.1%	24.0%
Post graduate work or degree	23.6%	15.8%	15.2%	7.5%	14.6%

L5 *Thanks. Now I will read you the names of some languages. Please tell me which language is most often spoken in your home.* [Caller: Read the choices.]

Arabic.....	0.0%
Chinese	1.1%
English.....	91.5%
A language of India	1.6%
Korean.....	0.1%
A Native American language	0.0%
Russian.....	0.3%
Spanish	4.4%
Tagalog	0.0%
Thai.....	0.0%
Vietnamese.....	0.0%
Other.....	0.5%

L6 *Which following marital status best describes you?* [Caller: Read the categories.]

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Married	62.6%	64.6%	72.4%	56.9%	63.8%
Living with a partner	4.8%	2.4%	2.0%	1.3%	2.4%
Widow or widower	4.1%	3.0%	3.1%	23.8%	9.9%
Single	10.9%	14.6%	12.8%	8.4%	11.4%
Engaged	2.7%	3.0%	1.0%	2.5%	2.3%
Divorced	15.0%	12.2%	8.7%	7.1%	10.2%

L7 *Last, I am going to read you some income categories. Please tell me in which category was your 2005 family income before taxes. As I mentioned, anything you tell me is strictly confidential. The categories are:* [Caller: Read the choices.]

Under \$25,000.....	4.9%
\$25,001-\$50,000	26.5%
\$50,001-\$75,000	33.6%
\$75,001-\$100,000	19.4%
\$100,001-\$125,000	8.4%
\$125,001-\$150,000	3.9%
\$150,001-\$175,000	1.8%
\$175,001-\$200,000	0.4%
Over \$200,000.....	1.0%

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Mean	\$64,362	\$63,961	\$56,286	\$46,585	\$56,778
Median	\$70,080	\$67,846	\$62,689	\$54,305	\$63,838
Mode	\$50-\$75,000	\$50-\$75,000	\$50-\$75,000	\$25-\$50,000	\$50-\$75,000

L8 Record gender [Caller: Do not ask.]

	Active State Members	Active Agency Members	Active School Members	Retired Members	Full Sample
Male	42.6%	38.8%	34.3%	29.7%	35.5%
Female	57.4%	61.2%	65.7%	70.3%	64.5%

VI. Multivariate Analysis

Do any age groups of members perform better or worse in saving for retirement?

No. The weak private retirement saving evidenced in the results from questions B4 and B5 does not vary significantly with age. This phenomenon appears to be systemic across all age groups including older, higher-income empty-nesters who can better afford to save for retirement.

Method Of Analysis

Chi-squared test of independence of retirement savings rate from question B4 versus age from question L2.

Do any income levels of members perform better or worse in saving for retirement?

No. Private retirement saving does not depend on income. Weak private retirement saving also appears to be systemic across income groups.

Method Of Analysis

Chi-squared test of independence of private retirement savings rate from question B4 versus income from question L7.

Are there important differences among the four sub-samples?

Yes. The largest differences exist between active and retired members. Other than obvious age, income and life situation differences, retirees are less ethnically diverse than active members who reflect more recent immigration and birth rate patterns in California. For purposes of communicating with retirees, it is important to note that they significantly lag in adoption of computer and internet use.

With active members, there are significant differences among State, public agency and school members. School members, who generally comprise school employees other than teachers and administrators, are of lower income and educational attainment than the two other groups. Public agency employees more often plan to work after taking CalPERS retirement, have private savings accounts for retirement, contact CalPERS for retirement matters, rate CalPERS customer service as valuable, are aware of various CalPERS programs, use the CalPERS web site and understand how to use it.

Method Of Analysis

Inspection. Chi-squared tests of independence and hypothesis tests of analysis of variance on results from the four main survey sub-samples for several questions.

What accounts for high awareness, use and rating levels of public agency members?

Can not be determined from survey results. There are no statistically significant differences between public agency members and either of the two other active member groups for any demographic

index examined in the survey. Public agency employees' higher levels of awareness, use and ratings seen in survey results stem from some other factor or factors not identified in the survey.

Method Of Analysis

Chi-squared tests of independence among the three active member sub-samples on results of demographic questions.